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 I work for a nonprofit assistive technology center, a member agency of the Alliance for Technology Access. We serve many people who have speech disabilities. I also have a rare progressive neurological condition that affects my speech. Some of them call and wish to speak with one of the technical support staff, and I often find it hard to understand them. I am not sure they would use the service or not. Once they get through to saying who they want, that staff member is usually a tune to understanding them.   Generally, people can understand me, but as this condition progresses, I may need STS in order to be understood over the telephone.

Yes, and more awareness about STS needs to be broadcast among disability groups-More people with speech disabilities need to be taught to use STS.

All these statements also apply to people who use STS on the computer.

-It may be hard to teach people to use STS on the computer because many of them are not computer literate. -There should be competition, as that makes STS work better.

-Absolutely-The operators need to be paid enough so that they do a good job, and they need good training.